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Student Guide - How to raise an Assessment Concession and view the Concession Letter

Capability: Assessment Concessions

Target Audience: Students

Version control: Version 1.0 (Draft)

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Introduction

This user guide will assist the student to login to the Student Portal to raise an assessment concessions request. It will also guide the student on how to view their Concessions Letter.

🔊 VERY IMPORTANT NOTICE 🔊

Have the following documents saved in one combined pdf format in your name, for easy access once you get to steps 12-15:

- All the medical/psychological reports you want to submit must be combined into one document including the Practitioner's Form (this form is also under Test / Exams where you found this Student Guide – How to raise an Assessment Concession and view the Concessions Letter) on the SU website.

Process 1: How to login to the Student Portal

STEP 1: In your web browser, go to https://student.sun.ac.za/ and click on the Student icon
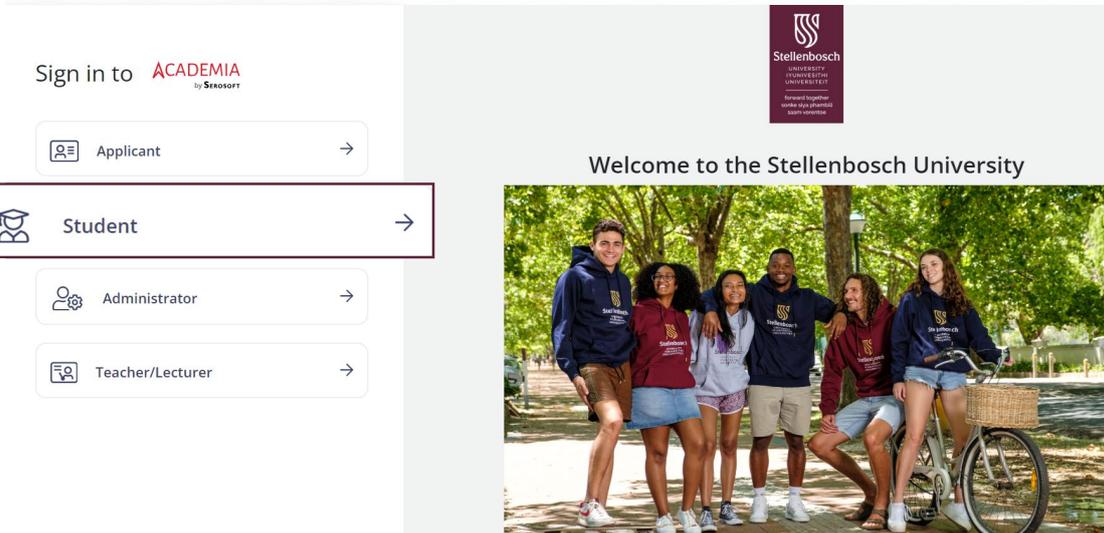
STEP 2: Complete Student Login details and select Login.
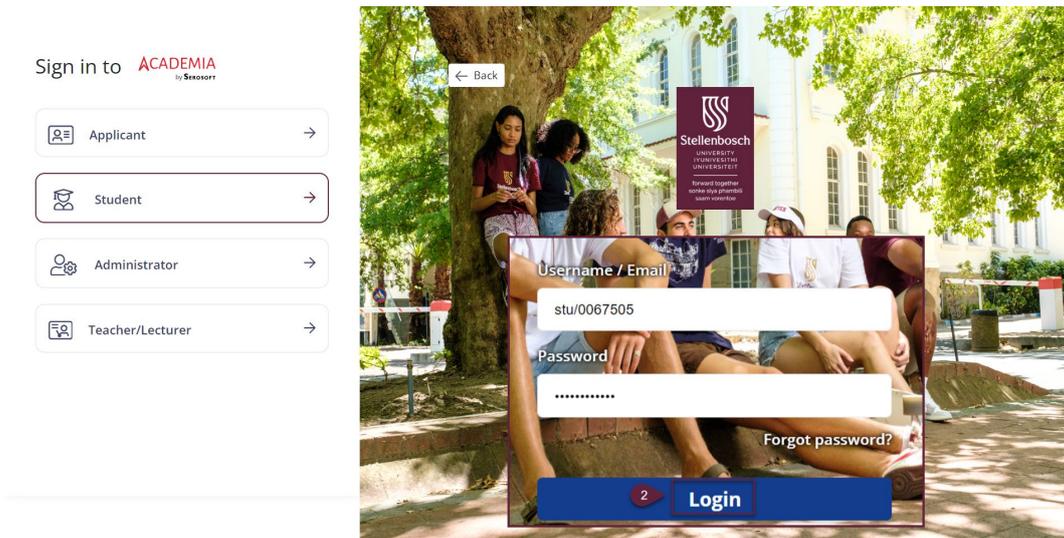
This completes the process on how login to the Student Portal.

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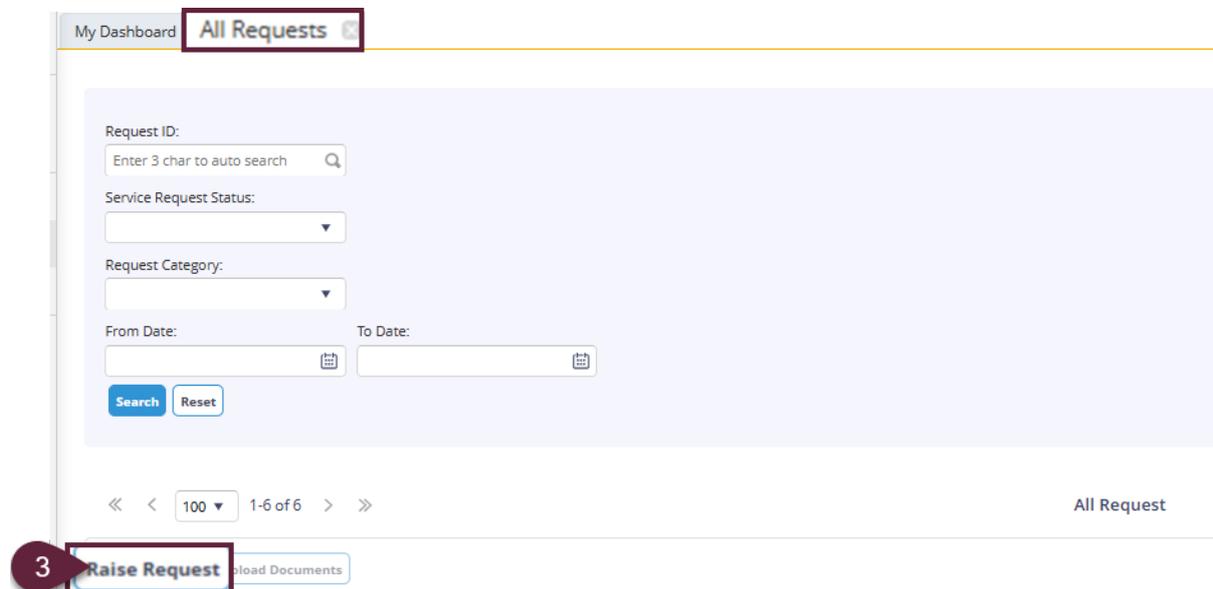
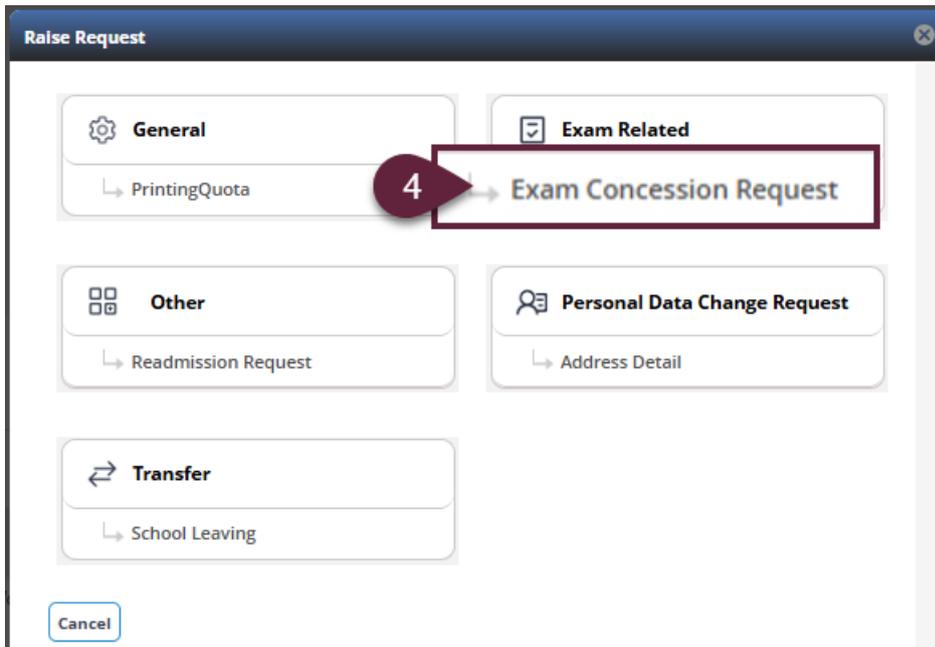# Process 2: How to raise an Assessment Concession request

**STEP 1 & 2:** On the Navigation panel select Request and then select All Requests
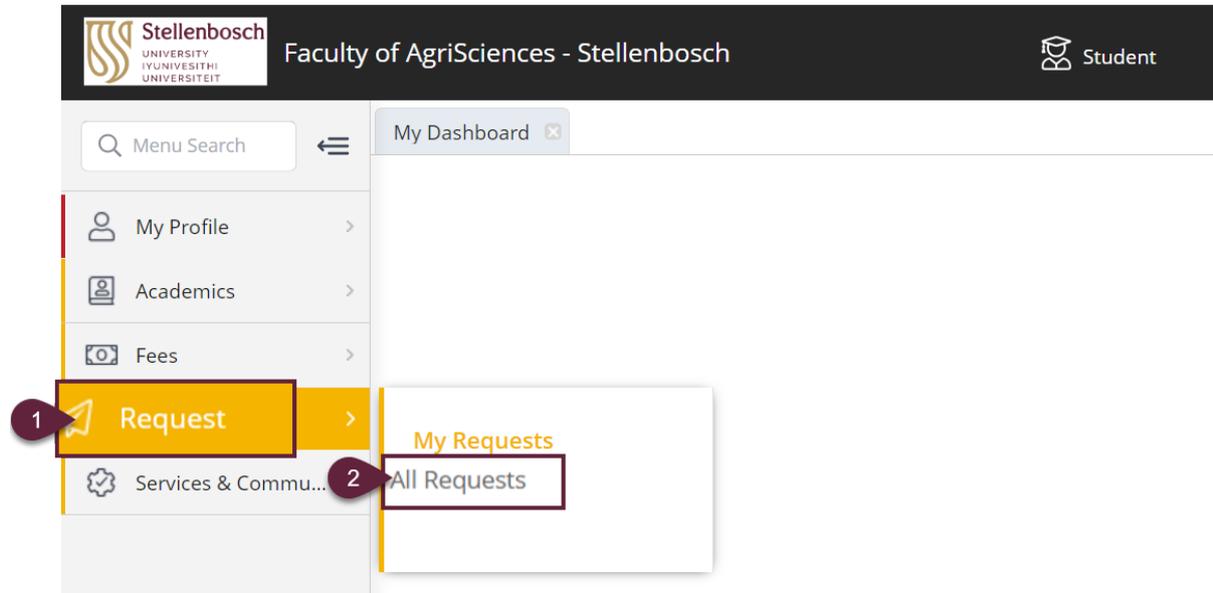
STEP 3: On the All Requests screen click on Raise Request

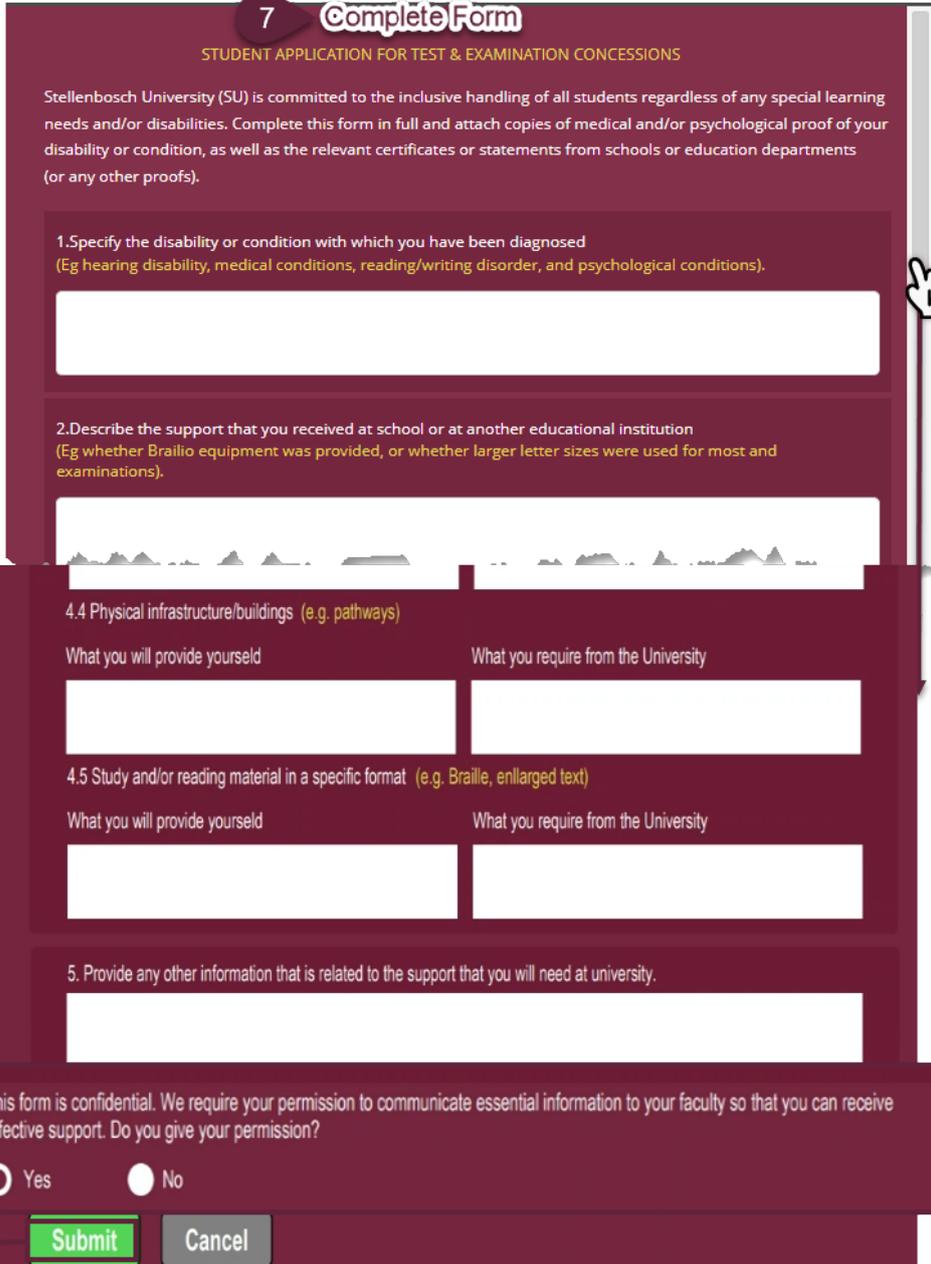Student Guide - How to raise an Assessment Concession request and view Concession letter-Final

STEP 4: On the Raise Request screen click on Exam Concession Request

STEP 5 & 6: On the Exam Concession Request screen, give a reason for request and then click on Fill Exam Concession Form.

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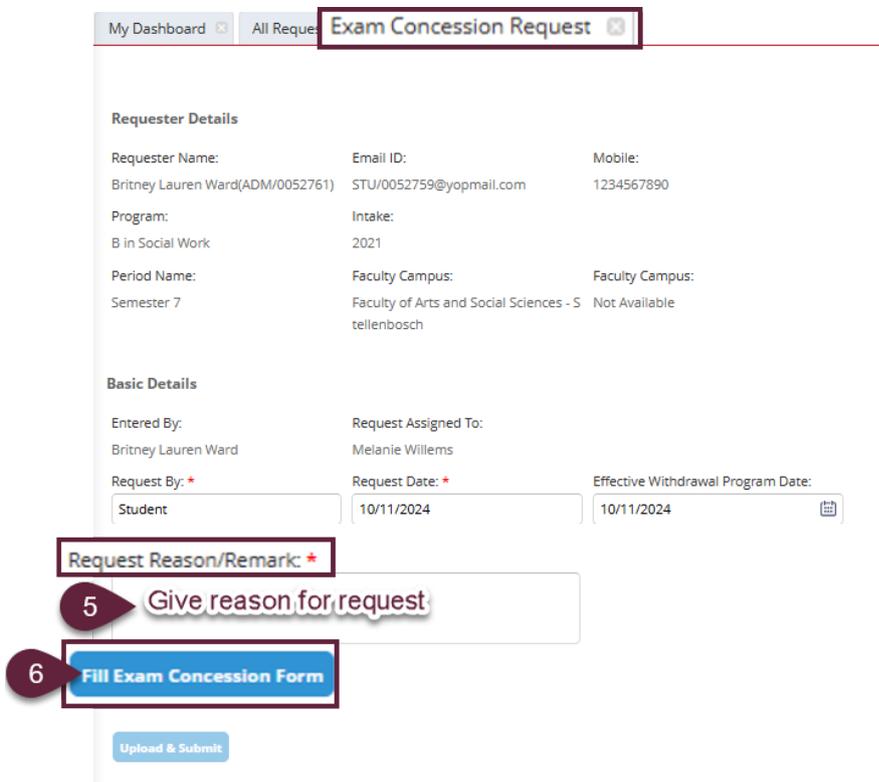
STEP 7 – 9: To complete the form, each question must be answered. You can scroll up and down to ensure you complete all required questions. On the bottom ensure that you select the Radio button Yes to give permission that data can be shared regarding your request. When completed click on Submit.

Note: **You will receive a pop-up message indicating Transaction completed successfully**

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⊘ Service Request   ✕
Transaction completed successfully

STEP 10: After submitting the form, you will revert back to the Exam Concession Request tab. Click on the Upload & Submit button.
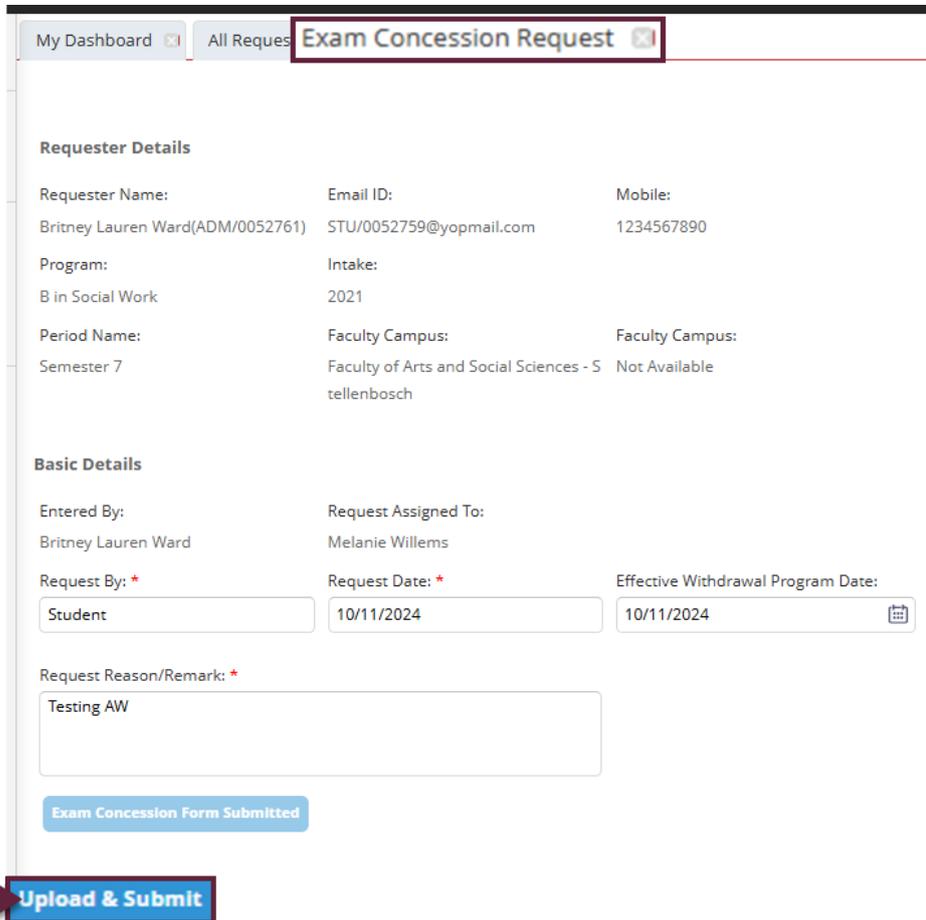
| My Dashboard | ✕ | All Reques | **Exam Concession Request** ✕ |

Requester Details

Requester Name: Email ID: Mobile:
Britney Lauren Ward(ADM/0052761) STU/0052759@yopmail.com   1234567890

Program: Intake:
B in Social Work   2021

Period Name: Faculty Campus: Faculty Campus:
Semester 7   Faculty of Arts and Social Sciences - S   Not Available
                                  tellenbosch

Basic Details

Entered By: Request Assigned To:
Britney Lauren Ward   Melanie Willems

Request By: *   Request Date: *   Effective Withdrawal Program Date:
Student   10/11/2024   10/11/2024

Request Reason/Remark: *
Testing AW

Exam Concession Form Submitted

10 **Upload & Submit**

STEP 11: The Documents screen opens - click on Upload

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STEP 12 - 15: Once you open the Document Details screen, give your pdf document that you saved at the start of this process a name under Document Name, then click Upload to select your file in Step 14. Then select your file and click Open to upload your file.
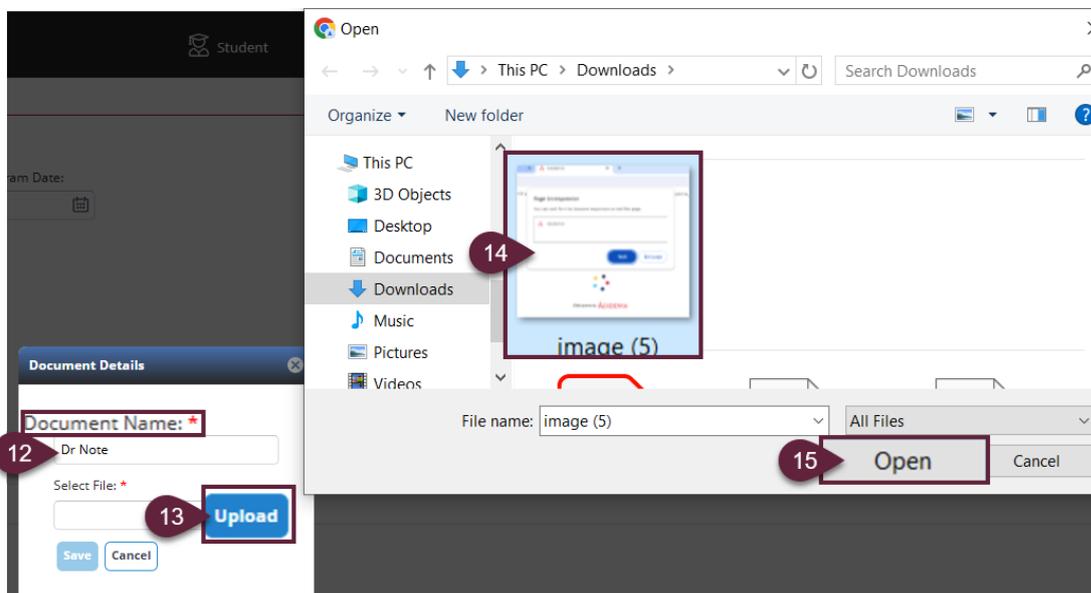
STEP 16: When document is uploaded click on Save.

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Document Details ✕

Document Name: *

Dr Note AW TEST

Select File: *

image (5).png   **Upload**

16 **Save** Cancel

STEP 17: You will be reverting to the Voluntary Documents screen. You will see the file you have uploaded. Click on Submit.

Documents

Total Records: 1   **Voluntary Documents**

Upload   Delete
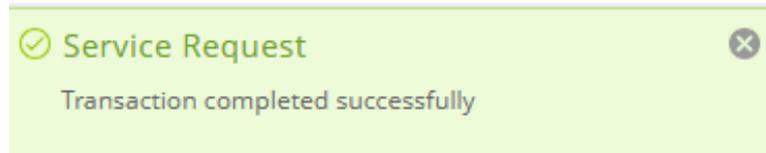
Document Name

Dr Note AW TEST

Comments:

17 **Submit**

Note: All documents must be combined into one pdf document before uploading.

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Note: You will receive a pop-up message indicating Transaction completed successfully


This completes this process on How to raise an Assessment Concessions request on the student portal. Monitor your student portal to check the progress of your application. Process 3 below will help you to find your Assessment Concessions Letter/or any feedback from the Assessments Concessions Committee.
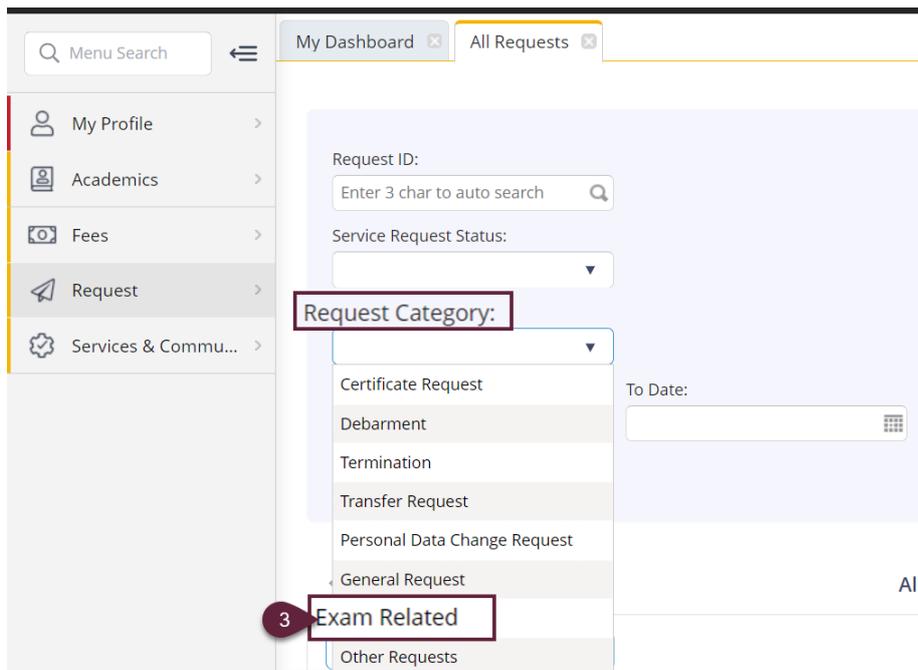

Process 3: How to access your Concessions Letter on the student portal

STEP 1 & 2: On the Navigation panel select Request and then select All Requests
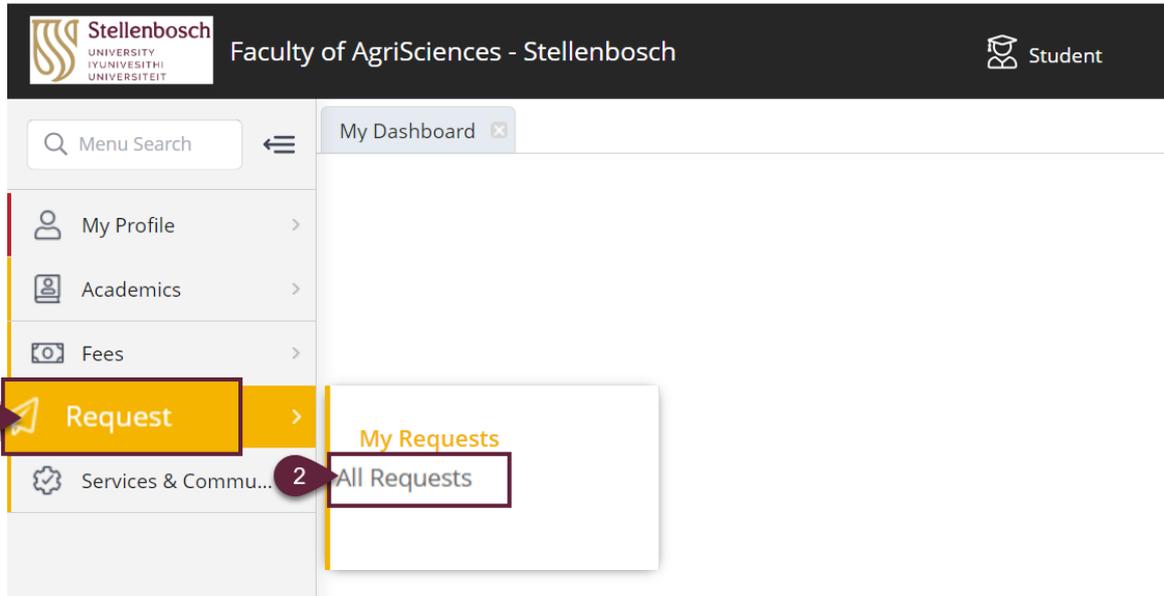
STEP 3: On this screen select Request Category and on dropdown, select Exam Related.

STEP 4: Select Search

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My Dashboard ☒	All Requests ☒

Request ID:

Enter 3 char to auto search 🔍

Service Request Status:

▼

Request Category:

Exam Related ▼

Request Type:

▼

From Date:

🔳

To Date:

🔳

4 ▶ **Search** Reset

STEP 5: In the Search result find the column called Approval Letter. Click on the hyperlink to open the Concessions Letter in pdf.

Request ID	Request By	Requester Name	Program	Section	Request Category	Request Type	Request Date	Request Assigned To	SLA Days	Service Request Status	Application Form	Approval Letter
											5 ▶	*Approved Letter*

This completes this Process on How to access your Concessions Letter on the SUNStudent portal.

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